

## TELECOMMUNICATIONS BULLETIN

March 9, 2005

CMS 05— 09

**Bureau of  
Communication  
and Computer Services**

**From:**  
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Manager, Communications  
Solution Center

### Announcement of New Service Provider: NEC Equipment

Effective March 15, 2005, NEC Unified Solutions, Inc. (NEC) will be awarded the equipment maintenance/service contract covering NEC systems Statewide, and as a result, the Department of Central Management Services (CMS) anticipates improved quality of service. There are approximately 36 sites currently utilizing NEC equipment (telephone systems) for their voice, voice mail, and call works/call accounting needs. As in the past, agencies with NEC equipment must still contact CMS for all repair and service concerns, and as the full-service vendor, NEC will be dispatched and responsible for referring repairs to the local telephone company if trouble exists in a central office.

As previously announced, CMS is continuing its efforts to provide enhanced services to its constituents. Your agency's telecommunications provisioning needs; repair and preventative maintenance issues; and all move, add, and change (MAC) activity will continue to be coordinated through the newly created Communications Solution Center (CSC).

For all your service needs, please call the CSC at **(800) 366-8768** or within the Springfield Centrex at (217) 524-4787:

- Option 1:** Repairs  
**Sub –Option 1:** Voice/Telephone/Voicemail repair
- Option 2:** New or Existing Service Inquiries—Provisioning  
**Sub-Option 1:** Voice/Telephone/Voice mail services

If you have any questions regarding the NEC Unified Solutions, Inc. contract award, please contact Jennifer Moen at (217) 557-6091 or by e-mail at [jennifer\\_moen-walker@cms.state.il.us](mailto:jennifer_moen-walker@cms.state.il.us).

**For more information...**  
visit our website at  
[www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom)

